

Communication: An Essential Job Function

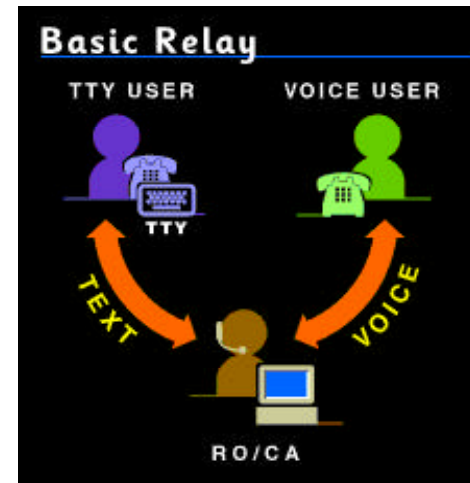
What is Relay?

Tennessee Relay Service (TN Relay) is designed for people who work or live in Tennessee and either use a TTY/PC or want to communicate with someone who does.

TN Relay provides easy and convenient access to telephone service through professionally trained Communication Assistants (CAs).

CAs assist callers by first completing their calls, then staying on the line to relay messages electronically via a TTY/PC, or verbally to people who can hear.

CAs provide exact translations of what they hear and voice exactly what is typed, unless the caller directs them otherwise.



Numbers to know...

- Call 711 from any phone in TN
- TTY/PC -to- Voice: 1-800-848-0298
- Voice -to- TTY/PC: 1-800-848-0299
- Spanish: 1-866-503-0263
(Voice, TTY, ASCII)
- Speech-to-Speech: 1-866-503-0264
- 900 Access: 1-900-476-2727
(Voice, TTY, ASCII)
- Customer Service: 1-866-503-0262
(Voice, TTY, ASCII)



What is a TTY?

A Telecommunication Device for the Deaf (TTY or TDD) is a device with a keyboard that sends and receives typed messages over a telephone line. This device allows people who are deaf/hard of hearing or those who have speech related disabilities, communicate with other TTY users.

TTY's are a relatively inexpensive device that can open a new world of employment for many people who would otherwise have much more limited employment options.